

Department of Justice



INFORMATION TECHNOLOGY DIVISION (ITD)

**PRESENTATION TO LEGISLATIVE
IT OVERSIGHT COMMITTEE**

OCTOBER 6, 2011

Agenda- DOJ ITD Presentation

2

- **Groups Supported by DOJ ITD**
 - 20,000 Law Enforcement (LE) Officers in Sheriff and Police Departments
 - 1300 SBI, Legal Services, and Training and Standards staff
- **DOJ Exemptions from Senate Bill 991**
 - Federal CJIS Rules governing exemption
 - Services provided to Law Enforcement as a result of 991 Exemption
 - Utilization of ITS
- **ITD Organization**
 - Full time Staffing and Contractors
 - Budget
 - Funding sources
- **ITD Planning Process and Projects**
 - Ongoing Projects
 - Future Projects
 - Projects with other agencies

Groups supported by DOJ-ITD

State Law Enforcement (approx. 20,000 officers)

3

- DOJ ITD is the central law enforcement (LE) hub for **19,000-20,000 sworn law enforcement officers** in police departments and sheriffs' departments state-wide to access local, state, and federal crime data. This information is the most up to date information available to officers and helps to protect them and our citizens 24/7, 365 days a year.
- ITD provides the 24/7 Help Desk for law enforcement statewide, which guarantees law enforcement receives highest priority on all calls.
- DOJ ITD procures/builds, maintains, and operates applications for Local Law Enforcement:
 - ✦ Computerized Criminal History
 - ✦ Sex Offender Registry (Public and Non-Public)
 - ✦ Concealed Handgun Permits
 - ✦ Recovered Vehicles
- Local law enforcement officers log into DOJ's Law Enforcement Message Switch (LEMS) 24/7, 365 days a year to get National and International information on:
 - ✦ DMV- Driver's license and registration
 - ✦ DMV- Stolen Vehicles
 - ✦ AOC- Court information
 - ✦ Department of Correction- prison, probation and parole data

Groups Supported by DOJ ITD

When did DOJ Begin Supporting Local Law Enforcement?

4

○ History of the Law Enforcement Message Switch

- ✦ Police Information Network (PIN) created in 1969 by Legislature
- ✦ For over 40 years, DOJ has provided electronic communication between NC LE and CJ agencies
- ✦ PIN evolved into the Division of Criminal Information Network (DCIN)
- ✦ IT staff in DCIN were moved directly under the Department of Justice and the IT Division was born, giving us the modern-day name “Department of Justice IT Division”
- ✦ See Handout- “Law Enforcement Message Switch Network Architecture”

Groups Supported by DOJ ITD

Department of Justice

5

- **Approximately 1300 staff in DOJ**
 - **State Bureau of Investigation-** Supports local law enforcement with criminal investigations across the state.
 - **Legal Services** (Administrative, Civil, Criminal, Environmental, Special Litigation, Consumer Protection, Law Enforcement Prosecutions, and Medicaid Investigative Unit)- Provides legal representation and advice to all state government departments, agencies and commissions.
 - **Training and Standards-** oversees standards for law enforcement officers through the Sheriff's and Criminal Justice Training and Standard's Commissions; also oversees Justice Academies and Private Protective Services and Alarm Services boards.

DOJ Exemptions from SB991

Criminal Justice Information Services (CJIS)

6

- National security policies are established by the U. S. Department of Justice, Federal Bureau of Investigation, *Criminal Justice Information Services (CJIS) Division*.
- The SBI and all local law enforcement entities in NC and nationally are governed by the FBI's CJIS Security policies.
- In NC, the SBI is the CJIS Systems Agency (CSA)
- Federal policies require that the CSA (SBI) have 100% management control over criminal justice information.

DOJ Exemptions from SB991

Services provided to LE

7

- LE relies on ITD for **immediate** access to DMV Driver's license files, Criminal History files, Stolen Vehicle files, etc. Because we are small and law enforcement is our priority focus, we can be more agile in responding immediately to LE needs.
 - ✦ This year alone, the ITD Help Desk has received 449 Hit Confirmations (wanted persons, stolen vehicles, and gun purchases)
- If an officer cannot log into the Law Enforcement Message Switch (LEMS) for any reason, they call the Help Desk and get instant assistance.
- The DOJ Data Center provides a facility that meets all CJIS requirements for sensitive law enforcement information which must be in full custody and control of the SBI according to NC CSA. Single-agency data storage also prevents conflicts if the SBI is investigating potential crimes in other state agencies.

DOJ Exemptions from SB991

Utilization of ITS Services

8

- For DOJ, our exemption from SB991 is minimal, allowing us to provide a Data Center for the secure storage of law enforcement information and a Help Desk that responds to law enforcement issues to keep LE officers safe in the performance of their duties.
- DOJ takes full advantage of all ITS procurement processes, including the bulk computer order and other established procurement guidelines.
- ITD is fully compliant with the Project Management processes and entry of all projects into the ITS UMT tool and adherence to the guidance of the ITS PMO.
- The CIO participates in state CIO meetings and works with ITS on new initiatives adopted by the State CIO.

The ITD Organization

Staffing

9

- **Staffing and Costs**

- 74 IT positions (\$6 million) to serve 21,000+LE officers/DOJ staff
- CIO Directly Manages:
 - ✦ 4 Project Managers
 - ✦ Administrative Staff
 - ✦ Deputy CIO
- Deputy CIO Manages:
 - ✦ Quality Assurance- 9 staff plus 1 manager
 - ✦ Application Development-14 staff plus 1 manager
 - ✦ Server and Database - 10 staff plus 1 manager
 - ✦ Network and Security- 5 staff plus 1 manager
 - ✦ PC Support/Asset Manager- 11 staff plus 1 manager
 - ✦ Customer Support Center (24/7)- 10 staff plus 1 manager

The IT Organization

Contractor Utilization in ITD

10

- Contractors- 1 grant funded position that ends in December '11
- Usage of Contractors is very limited in DOJ ITD
- Contractors are used for the following:
 - ✦ 6 months-1 year contracts to supplement project staff if needed
 - ✦ Brought in if specialty skills are needed that aren't available in permanent staff skill sets
 - ✦ Pair existing staff with contractors to ensure knowledge-transfer with permanent staff
- Selection and Hiring of contractors is through the ITS procurement bid process

The ITD Organization

BUDGET

11

- Budget of \$9.7 million for ITD
 - ✦ (Almost 32% or \$3.1 million is funded through DCIN Receipts)
 - ✦ Receipts come from local law enforcement who pay DOJ monthly fees to access Law Enforcement Message Switch
 - Salaries and Benefits- \$6.4 million
 - Equipment/Supplies- \$400,000
 - Purchased Services- \$2.8 million (Microsoft Enterprise agreement costs, voice and data, NCID, networking costs, etc.)

The ITD Organization

Funding Sources and Refresh Cycles

12

- Funding Sources
 - Appropriations (68%)
 - DCIN Receipts (32%)
- Actual vs. IT Expenditure Report (No significant or material differences)
- Maintenance Refresh Cycle
 - PC's- 5 year cycle
 - Network Hardware and Server Hardware- 4-7 yr. cycle based on availability of maintenance coverage

DOJ ITD Projects

ITD Goals

13

- Provide IT solutions that further the mission and goals of DOJ and Local Law Enforcement.
- Listen to the needs of the business and assess how to provide cost saving efficiencies with IT.
- Provide IT solutions that enhance law enforcement applications used statewide.
- Provide IT solutions for DOJ and Local Law Enforcement legislative mandates.

DOJ ITD Projects

Setting Priorities

14

- ITD managers meet routinely to prioritize projects and make staffing assignments.
- Prioritize based on monthly meetings with the business units.
- Final decisions by senior DOJ management.

DOJ ITD Projects

Current

15

- **Specimen Management/DNA (SpecMan/DNA)-** House Bill 1403 significantly increased the number of specimens to be processed by the Crime Lab effective February 1, 2011. This application eliminates many manual processes performed by lab staff to free up time to focus on processing the increased specimen volume.
- **North Carolina Data Exchange (NC-Dex)-** Grant-funded statewide initiative to create a web portal for local law enforcement incident-based crime data. Will provide users valuable investigative and analytical tools to solve crimes and increase collaboration among local law enforcement agencies. Differs from CJLEADS in that it provides incident based data vs. offender based data.
- **SBI Criminal Records Management and Intelligence System -** Extension of the Legal Case Management system to replace existing antiquated case management systems in SBI Criminal Records and Intelligence Sections.

DOJ Projects

Current

16

- **Case Management-** Legal Case Management application used by lawyers throughout state government to record legal case information.
- **Training Records and Certification [for] Training and Standards (TRACS T&S)-** Training and certification management and tracking system for CJ Standards and Sheriff Standards. Project allowed for the removal of SSN's as primary identifiers and better secure law enforcement officers' data.
- **Consumer Protection Complaint-**Centralizes complaint and claims processes to one point of entry for sharing, and distributing data and documents. Consolidates 5 separate databases (Consumer Protection Complaint, Telemarketing Fraud, Managed Care Patient Assistance, Health Club, and Security Breach) and eliminate 80% re-keying of data.
- **Private Protective Services/Alarm Systems Licensing (PPS/ASL) Management and Tracking Portal System** Project will streamline business processes and replace antiquated applications which no longer have support available.

DOJ Projects

Future

17

- **Forensic Advantage (FA) Website Enhancements** -Will enhance State Crime Laboratory FA website used by NC law enforcement agencies, district attorney offices, and courts to pre-log evidence submissions and retrieve lab analysis reports. Improve communication with law enforcement agencies, district attorney offices, and courts and helps ensure compliance with state discovery laws by improving the user interface, and providing case information to users in a customizable fashion that meets the specific needs of each type of user.
- **Mobile AFIS** -Builds on new fingerprinting system established 3 years ago; will remotely capture fingerprints and create new workflows in existing SAFIS; interfaces with other systems (FBI, CCH, IAFIS), provides results back to Law Enforcement
- **NC Applicant Tracking System/LEMS Integration** - Create interface between NC Applicant Tracking System (NCATS) and Law Enforcement Message Switch (LEMS) for automating exchange of information necessary for completion of fee-for-service and civil applicant criminal background checks performed by SBI Criminal Information and Identification Section (CIIS).

DOJ Projects

Future

18

- **Litigation Expense Tracking and Billing**-Project will support processing of payment requests, identification of re-billable expenditures, and invoicing and accounts receivable management for litigation expenses billable to other agencies, boards, and commissions.
- **North Carolina Justice Officer Training and Information System (NC JOTIS)**- Will improve efficiency of NC Justice Academy by providing a single online portal for NC law enforcement officers to access their web-based instructions, transcripts, and credential information.”
- **Sex Offender Mobile Application**- DOJ’s first web-based application which allows citizens to track sex offenders using an iphone or ipad.

DOJ Projects

Projects in coordination with other agencies

19

- DOJ ITD works closely with DOT's Division of Motor Vehicles (DMV). Most recently, we assisted mobile interface vendors in fitting their systems to receive driver license images from DOJ's state message switch which retrieves them from NCDMV and other states. Provides NC DOC/federal images.
- ITD is currently working on developing a web-service architecture in relation to our state message switch so we move toward other state agencies such as NC DMV using web services to communicate with our state message switch. This will provide a more cost efficient service.
- DOJ provides controlled hand gun and sex offender information to CJLEADS via file transfers at night and we also operate their Help Desk for them (this kept CJLEADS from having to set up a separate Help Desk Operation).
- DOJ continues to work hand in hand with CJLEADS and remains open to assuming the project in DOJ once it is complete and ready for transfer to a criminal justice agency.

Questions?

20